I’m a New APC…Now What?

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Ron Rodolfo/ Jim Knox, Jr.

Overview

- What is an APC?
- Getting Started
- EAGLS
- “Get A Grip”
- Training
- Questions

What is an APC?

Agency Program Coordinator

- Designated in writing by the Commanding Officer (CO)
- Responsible for the day-to-day program execution and management
- Acts as intermediary
- Monitors transactions
- Provides command support
- Reports to the CO

Getting Started

- Ensure you have a Designation Letter
- Get to know your GTCC Chain-of-Command
  - The APC directly above and below you
- Introduce yourself to:
  - Your cardholders
  - APCs above you (Level 3, Level 4, etc); and if any, the APCs below you
- Meet the people in the Travel Office (if different) and introduce yourself

Getting Started

- Identify subordinate commands within your hierarchy span of control
- Acquire an EAGLS (APC) User I.D.

  From:

  - The person you are relieving
  - Your Upper Level APC
  - eBusiness Office Representative

Getting Started

- Familiarize yourself with the eBusiness Operations Office website:

  www.don-ebusiness.navsup.navy.mil

  - Training Information and Materials
  - Naval Messages and TCPNs
  - Policy Memos
  - FMR Vol. 9, Ch. 3
  - DON eBUSOPOFFINST 4650.1A
  - APC Desk Guide
  - What's New section

EAGLS

- Electronic Account Government Ledger System (EAGLS)
  - A secure, web-based tool that provides a quick and easy way for APCs to manage the travel card program
  - Has numerous “canned” reports to identify delinquency, misuse or abuse of the travel card

EAGLS

- Account Inquiry/Maintenance
  - Review individual account information
  - Activate/Deactivate Account
  - Close Account
  - Limit Increase
  - Transfer
  - View Individual Statements & Transactions

EAGLS

- Maintenance
  - Point of Contact
    - Update/Add APC Information
  - Transfer Account Queue
    - Review Incoming/Outgoing transferred accounts
    - Take Appropriate Action
    - Review at least once a week

EAGLS

- Reporting Tools
  - Account Listing
  - Account Renewal
  - Delinquency
  - Pre-Suspension
  - Suspension/Pre-cancellation
  - Cancellation
  - Transaction Activity

EAGLS

- Reporting Tools
  - Account Listing
    - Hierarchy Info
    - Account Holders' Names
    - Account Numbers
    - Account Holders' Address & Phone No.
    - Account Status
    - Credit Limit
    - Qualifier (Deactivated, Suspended, etc.)

EAGLS

- Account Renewal
  - Expiring Accounts
- Delinquency
  - HL Raw Data
  - Shows all delinquent accounts
  - Account Status (Open or Closed)
  - Past Due Amount
- Pre-Suspension
  - Lists Accounts to be suspended if left unpaid

EAGLS

- Suspension/Pre-Cancellation
  - Lists all Suspended accounts
  - Will be cancelled if left unpaid
- Cancellation
  - Lists cancelled accounts during the reporting cycle
- Transaction Activity
  - Lists all account transactions of entire hierarchy
  - Amount of each transaction, merchant, etc.

Get A Grip

- Compare the Account Listing against the current Alpha Roster
  - Transfer or close account of cardholders already transferred/separated/retired
- Review cardholder files
  - Ensure Statement of Understanding for each cardholder is on file
- Review your Delinquency Reports
  - Obtain the latest Aging Analysis
  - Identify & contact delinquent cardholders

Get A Grip

- Obtain & Review Current Policy
  - Financial Management Regulations (FMR), Volume 9, Chapter 3
  - DON eBUSOPSOFFINST 4650.1A
  - Policy Memo's
  - Local Instructions (if any)
- Communicate
  - Provide monthly updates to your Chain-of-Command on status of GTCC Program
  - Talk to the APC above you periodically

Get A Grip

- Be PRO-ACTIVE
  - Understand your job as APC
  - Take the initiative
  - Communicate – Communicate – Communicate
  - Have PRIDE in your job

Training

- Bank of America sponsored EAGLS Training
- Online APC Training
  (eBusiness website)
- VTT
- CBT (CD-ROM)